The Army Training Help Desk

Resolving Incident Reports

Key Elements of Resolving Incident Reports

- Initiation of the Incident Report
- Solving the Incident Report Prior to Transfer
- Proper Transfer of the Incident Report

Initiation of the Incident Report

- We have already discussed that I/R's come in via 3 methods; Web, Email & Telephone
- To properly complete the initiation or an update of an I/R you must ensure the following items are completed
  - A valid email address exist, i.e., joe.snaplink@us.army.mil as opposed to joe.snaplink@us,army.com
  - The summary properly reflects the nature of the question
  - The question is clear and concise (only if telephonic, you are at the customer's mercy when they initiate)
  - Proper customer data is available to resolve the issue (SSN in the case of ACCP related questions)

Initiation of the Incident Report

- The correct Category has been selected (You must always check as the customer may not know which one is correct)
- If you know the correct sub-category ensure that you check the correct one
- You must always send a response to the customer even when transferring the I/R to another agent
- Request all missing information from the customer even when transferring the I/R, this allows the next agent to get the data when the customer responds to your reply

Solving the Incident Report Prior to Transfer

- If at all possible *SOLVE* the I/R prior to transferring it to another agent
  - Regardless of whether the request is your in your area or not, use FAQ's stored in the knowledge database to try to assist the customer
  - Once you have selected a possible response from the FAQ data base, then transfer the I/R (this may solve the request and save the receiving agent time and solve the customer's issue)

Solving the Incident Report Prior to Transfer

- If all agents prepare proper FAQ's and use collaboration tools available to them (TSS Reach) :
  - Each agent has a higher probability of solving the issue prior to transfer
  - If you receive a question that you do not know how to answer, use TSS Reach to do two things:
    - Find out who to send it to
    - See if your counterpart can give you the solution set so you can answer the question and close it out

Solving the Incident Report Prior to Transfer

- Collaboration is the key to quickly solving Incident Reports:
  - Each agent has their phone number listed next to their name
  - All agents are provided with TSS Reach capability
  - You can send messages through the ATHD to other agents requesting assistance
- Use collaboration with your fellow agents (ATHD Wide) to quickly solve any and all Incident Reports

Proper Transfer of the Incident Report

- Remember that a proper transfer includes the following:
  - The summary properly reflects the nature of the question and the question is clear and concise
  - Proper customer data is available to resolve the issue
  - The correct Category has been selected
  - A response is sent to the customer even when transferring the I/R to another agent

Proper Transfer of the Incident Report

- Collaboration is the key to quickly solving Incident Reports
- Use collaboration with your fellow agents (ATHD Wide) to quickly solve any and all Incident Reports

- Proper transfer of an Incident Report is the initial agents responsibility. The initial agent sets the stage for success or failure

Resolving Incident Reports (BLUF)

- Managers are *RESPONSBLE* for the resolution of I/R's
- The system (Transactions) track who and when an I/R was touched
- This means agents who are "High-Speed" and agents who are "Duds" can readily be identified
- Accountability is the key to the operation of the ATHD

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Questions?